



OFFICIAL RESPONSES TO APPLICANT QUESTIONS RFA-2021-DPHS-01-TOBAC

No.	Question	Answer
1.	<p>Section 1. Request for Services, Subsection 1.1. Purpose and Overview, Subpart 1.1.2. Background</p> <p>a) What quit rate does NH achieve with a 6-call program and 4-weeks NRT?</p> <p>b) Can Applicants suggest an evidence-based model with fewer telephonic interactions and more digital interactions?</p> <p>c) What percentage of quitline callers are Medicaid members?</p>	<p>a) Participants who completed three (3) or more calls, in 2018, resulted in a combined quit rate of 39%.</p> <p>b) No.</p> <p>c) From January – December 2019, 24% of callers were Medicaid members. The Department anticipates a substantially higher percentage over the next four (4) years.</p>
2.	<p>Section 1. Request for Services, Subsection 1.3. Compensation & Contract Value, Part 1.3.2.</p> <p>Should Applicants provide a cost proposal and narrative along with their application?</p>	<p>No. The selected Applicant will be required to submit budgets upon applicant selection.</p>
3.	<p>Section 2. Notices, Subsection 2.3. Contract Monitoring Provisions, Part 2.3.4, Subpart 2.3.4.4</p> <p>Will the selected Applicant receive adequate notice prior to a site visit to assess Contractor compliance with contract requirements?</p>	<p>The Contractor will be notified 4-6 months in advance of a site visit.</p>
4.	<p>Section 2. Notices, Subsection 2.13 Site Visits</p> <p>Will Applicant(s) receive adequate notice of a pre-contract award site visit?</p>	<p>The Department does not anticipate conducting pre-contract award site visits.</p>



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5.	Section 3, Application Process; Subsection 3.1, Overview; Part 3.1.1. Will the State accept applications that are bound or in three-ring binders in lieu of stapling in the upper left-hand corner?	Yes. See Addendum #1.
6.	Section 3, Application Process; Subsection 3.4, Procurement Timetable; Subpart 3.4.1 – Schedule of Events a) Can Applicants submit electronic applications only? b) If a hard copy is required, will the State consider extending the submission date to allow for production of multiple hard copies?	a) No. An electronic copy is required in addition to the original application and hardcopies. See Addendum #1. b) No.
7.	Appendix A, Scope of Services, Section 1. Provisions Applicable to all Services, Subsection 1.3. Will the State define the selected applicant as a “contractor” versus a “Subrecipient?”	No.
8.	Appendix A Scope of Services, Section 2, Statement of Work; Subsection 2.3; Part 2.3.4; Subpart 2.3.4.1. Does 2.3.4.1 apply to participant-facing materials (e.g. quit guide, emails, letters, etc.)?	“QuitNow-NH” branding must be included on all promotional and educational materials mailed or emailed, as attachments, to NH residents including but not limited to Welcome Packets and Certificates of Completion.



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9.	Appendix A Scope of Services, Section 2, Statement of Work, Subsection 2.5 Are the six coaching calls noted in the RFA considered an Intake, plus six (6) coaching calls, or an Intake, plus five (5) coaching calls?	An Intake, plus six (6) coaching calls.
10.	Appendix A, Scope of Services, Section 2, Statement of Work; Subsection 2.10. Please provide more explanation regarding the requirements and process for applications to conform to Subsection 2.10.	See Addendum #1.
11.	Appendix A, Scope of Services, Section 2. Statement of Work, Subsection 2.14. Does the State currently have any e-referral connections launched with health systems?	Yes. All e-Referral technology follows the NAQC Guidelines. Quitline vendors, as members of North American Quitline Consortium (NAQC), have access to the NAQC e-Referrals Guidelines. For more information, visit www.naquitline.org .
12.	Appendix A, Scope of Services, Section 2. Statement of Work, Subsection 2.18. Does the State require special paper for the completion certificates to decrease unauthorized duplication?	Special paper is not required. However, a method to decrease unauthorized duplication or use of the Certificates of Completion is required.
13.	Appendix A, Scope of Services; Section 3. Technical Assistance; Subsection 3.5. a) What is the rationale for the State collecting quit rates at 6 months post-registration instead of the NAQC recommendation of 7 months post-registration? b) Is the selected Applicant expected to do	a) Follow up calls typically are conducted a minimum of 6-months after a completed Intake. If the timeline extends to 7 months, the Department will consider it satisfactory performance. b) No. The expectation of the selected Applicant is to analyze and report out on quit and satisfaction aggregate data from the participant surveys conducted and provided by an independent evaluator.



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	quit and satisfaction data collection?	
14.	Appendix A, Scope of Services, Section 6. Reporting, Subsection 6.1, Part 6.1.7. Can the State provide a sample report of the specific Web site utilization metrics?	For guidance, please visit the NAQC website at www.naquitline.org . Also see Addendum #1, Section 3.
15.	Appendix A, Scope of Services, Section 3, Technical Assistance; Subsection 3.5 and Section 7. Deliverables, Subsection 7.2. Please clarify the selected Applicant's role in data collection of quit and satisfaction rates, as Subsection 3.5. states there will be an independent evaluator/survey vendor, but Subsection 7.2. states the Applicant will be surveying Participants.	Section 3. Technical Assistance, Subsection 3.5: The selected Applicant is required to analyze raw aggregate data collected from the surveys conducted and provided by an independent evaluator to determine survey participants' thirty (30)-day tobacco abstinence rates. Section 7. Deliverables, Subsection 7.2, Part 7.2.2: The selected Applicant is required to provide, as part of the Annual Outcomes Report, aggregate data that must include the thirty (30)-day tobacco abstinence rates of surveyed participants, in accordance with Subsection 3.5. For guidance on evaluating quitlines, please visit the NAQC Web site at www.naquitline.org .
16.	Appendix A, Scope of Services, Section 8, Performance Measures What are the Department's desired outcome(s) as a result of the contract?	See Addendum #1, Section 5.
17.	Appendix B, Minimum Data Set Intake Questions Does the State collect any additional or custom registration questions in addition to what is detailed in Appendix B of which Applicants should be aware?	No.



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18.	Appendix C; Sample Contract, P-37 General Provisions; Sections 2, 4 & 5. Exhibits B and C are referenced in the P-37, General Provisions, of Appendix C, but are not included in the Sample Contract. Is this exclusion intentional?	Yes. Exhibit B, Scope of Work will be developed using Appendix A, Scope of Services. Exhibit C, Payment Terms will be developed when the Exhibit B is developed.
19.	Appendix C; Sample Contract, P-37 General Provisions, Section 6. Compliance by Contractor with Laws and Regulations/Equal Employment Opportunity, Subsection 6.3: Would New Hampshire be willing to limit the review of Contractor's books, records, and accounts to only documents pertaining to compliance of this Agreement?	No. The Department is willing to limit review to documents pertaining to compliance with all applicable rules, regulations, and this Agreement.
20.	Appendix C; Sample Contract, P-37 General Provisions, Section 13. Indemnification a) Would New Hampshire be willing to limit indemnification to intentional acts or negligence by Company and its agents? b) Would New Hampshire be willing to insert a reasonable ceiling of liability based on the contract award?	a) The Department may be willing to limit indemnification to intentional, reckless or negligent acts or omissions by the Company, its employees and agents with the selected Vendor, upon negotiation with the selected Vendor. b) This may be subject to negotiation with the selected Vendor.
21.	Appendix C; Sample Contract, P-37 General Provisions, Section 14. Insurance Is New Hampshire open to discussing mutually agreeable language relating to this topic during contract negotiations?	Yes



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22.	<p>Appendix C; Sample Contract, Exhibit I, Health Insurance Portability Act Business Associate Agreement, Section 2, Business Associate Use and Disclosure of Protected Health Information, Subsection b.</p> <p>Will the State consider adding: "IV. Business Associate may de-identify PHI received or created by Company under this Agreement, all in accordance with the de-identification requirements of the Privacy Rule?"</p>	No.
23.	<p>Appendix C; Sample Contract, Exhibit I, Health Insurance Portability Act Business Associate Agreement, Section 3. Obligations and Activities of Business Associate, Subsection a.</p> <p>Will the State consider replacing the word "immediately" with "without unreasonable delay?"</p>	No. The information must be provided to the Department as soon as it is known to the selected Applicant. In addition, Exhibit K, DHHS Information Security Requirements, Section V, requires immediate reporting of security incidents or breaches.
24.	<p>Appendix C; Sample Contract, Exhibit I, Health Insurance Portability Act Business Associate Agreement, Section 5. Termination for Cause.</p> <p>Will the State consider including language that allows Contractor five (5) business days to try and cure a breach prior to terminating the Agreement?</p>	The Department may negotiate this language with the selected Applicant.
25.	<p>General Question</p> <p>What is the payment schedule?</p>	The State will make payment to the contractor upon receipt of monthly invoices submitted by the contractor requesting reimbursement for authorized expenses incurred in the prior



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		month, and in accordance with the Contract Exhibit C, Method and Conditions Precedent to Payment.
26.	General Question Does the State currently have any cost share models with health plans or employers?	No.